

CITY OF SPRINGFIELD  
INTER-OFFICE MEMORANDUM

ATTENTION OF FILE

DATE December 5, 1984

DEPARTMENT

On Tuesday, December 4, 1984, Gene Pabst and I went to Howard Johnson's Motor Lodge at 2610 N. Glenstone to ask the manager about the washcloths used at the motel because the Northwest Treatment Plant had a recurrence of washcloths in the influent on Monday. We spoke with Mr. Frank Douglas, the motel manager. He said they used Bakkor Linen products, which are the type coming into the NWTP. Gene and I accompanied Ed Roberts, the executive housekeeper, and Mark Struempf, the maintenance engineer, to the three locations where laundry is done at the motel. At two of the locations the washers are connected to the drainpipes by flexible corrugated pipe that is bent in several places. One of these laundry rooms is near the restaurant where pink cloth napkins are also washed. The third laundry location is in an area adjacent to the pool so the wastewater goes through a strainer before being discharged to the sewer. Mr. Roberts said he would send a memo to his housekeeping staff about the problem and would find out how the Best Western Motel was laundry marking their washcloths. Mr. Struempf said he had retrieved washcloths from toilets in hotel rooms about 6 times in 7 years because they caused stoppages in the hotel plumbing. Mr. Douglas will send us a letter stating what they found out and what action the motel could take. We told Mr. Roberts that we would call him if we had any more problems at the NWTP.

*Karen Chandler*  
Karen Chandler

SIGNED WPCL II

Surveillance & Enforcement

*2610 N. Glenstone*



June 10, 1985

Certified No. PO4 9037066

Mr. Ernst Urbainczyk  
Executive Vice President  
McLean Enterprises  
2610 N. Glenstone  
Springfield, MO 65803

Dear Mr. Urbainczyk:

As we have discussed earlier, the City of Springfield, MO has repeatedly experienced maintenance problems at the Northwest Wastewater Treatment Plant due to the large number of Baker Linen washcloths entering the City's treatment plant.

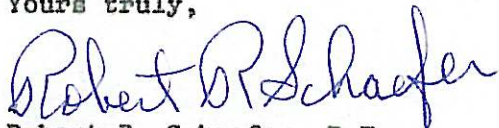
An extensive survey of the motels, hospitals and nursing homes tributary to the Northwest Wastewater Treatment Plant indicate that only two of these establishments use this brand of washcloth: Howard Johnson's and the Coach House Inn. As you know, both establishments were requested to mark their washcloths by this office. The management of the Coach House Inn complied with this request, while the management of Howard Johnson's did not.

In order to protect the City's POTW, Howard Johnson's will be required to install a sampling manhole on each of its sanitary sewer lines that are tributary to the City's POTW, as provided in Chapter 30 of the Springfield City Code "Wastewater Regulations," Article V, Section 30-30 (A). Please find enclosed a typical sampling manhole diagram. This work shall be completed in 60 days.

However, in lieu of installing the sampling manholes, Howard Johnson's may put a distinguishing mark on the labels of its washcloths.

Please find enclosed a copy of Chapter 30, "Wastewater Regulations" of the Springfield City Code. If you have any questions please don't hesitate to call 864-1920.

Yours truly,



Robert R. Schaefer, P.E.  
Superintendent of Sanitary Services

RRS:js

cc: Henry Cole, P.E., Sanitary Engineer  
Surveillance & Enforcement ✓

2610 N. Glenstone

**SENDER: Complete items 1, 2, 3 and 4.**

Put your address in the "RETURN TO" space on the reverse side. Failure to do this will prevent this from being returned to you. The return receipt fee will provide you the name of the person delivered to and the date of delivery. For additional fees the following services are available. Consult postmaster for fees and check box(es) for service(s) requested.

1. ☒ Show to whom, date and address of delivery.  
 2. ☐ Restricted Delivery.

3. Article Addressed to:  
 Ernst Urbainczyk  
 Executive Vice President  
 McLean Enterprises  
 2610 N. Glenstone  
 Springfield, MO 65803

## 4. Type of Service:

- ☐ Registered ☐ Insured  
☒ Certified ☐ COD  
☐ Express Mail

Article Number

PO4 9037066

Always obtain signature of addressee or agent and  
 DATE DELIVERED.

5. Signature Addressee

X *John W. Johnson*

6. Signature Agent

X

7. Date of Delivery

6-12-85

8. Addressee's Address (ONLY if requested and fee paid)

2610 N. Glenstone  
65803

DOMESTIC RETURN RECEIPT

JUN 13 1985

SENT TO  
 Ernst Urbainczyk  
 Executive Vice President  
 McLean Enterprises  
 2610 N. Glenstone  
 Springfield, MO 65803

NO INSURANCE COVERAGE PROVIDED —  
 NOT FOR INTERNATIONAL MAIL  
 (See Reverse)

RECEIPT FOR CERTIFIED MAIL

PO4 9037066

6/11/85

CONSULT POSTMASTER FOR FEES		TOTAL POSTAGE AND FEES		POSTMARK OR DATE	
OPTIONAL SERVICES	RETURN RECEIPT SERVICE	\$			
SPECIAL DELIVERY	RESTRICTED DELIVERY				
SHOW TO WHOM AND DATE DELIVERED	DATE DELIVERED				
SHOW TO WHOM, DATE, AND ADDRESS OF DELIVERY					
SHOW TO WHOM AND DATE DELIVERED WITH RESTRICTED DELIVERY					
SHOW TO WHOM, DATE AND ADDRESS OF DELIVERY WITH RESTRICTED DELIVERY					

*Karen*

*filed  
Raymond J. Lee  
file*

March 29, 1985

MAY 6 1985

Mr. Ernst Urbainczyk  
Executive Vice President  
McLean Enterprises  
2610 N. Glenstone  
Springfield, MO 65803

Dear Mr. Urbainczyk:

Thank you for your letter of March 1, 1985. In your letter you mentioned the possibility that guests are discarding the washcloths to the sewer by flushing them through the toilet bowls. I feel that you must also consider vandalism on the part of an employee or employees at Howard Johnson's because of the large number of washcloths, as many as twenty over the period of one weekend, that come into the Northwest Wastewater Treatment Plant. In either case the hotel is responsible for this discharge.

In my letter to you of February 20, 1985, I requested that you mark the washcloths at the hotel. This could be done by punching a small hole or putting a laundry mark on the tag of the washcloth. At this time we would still like for you to mark the washcloths in order to prove to our satisfaction whether or not Howard Johnson's is the source of the white Baker Linen Princess washcloths entering the City's treatment plant.

However, if you have no doubt that your establishment is responsible for this discharge, the cost to date to repair the damaged equipment at the POTW is \$5,581.00 for parts and labor only. Due to the continuing nature of this problem further action on your part will be required to maintain the performance of the treatment plant, such as a screening or grinding device on each point of discharge to the City's sanitary sewer or other action on your part to cease the discharge of washcloths to the City's sewer system.

I am requesting that you respond to this letter within two weeks' time to inform us of your intended course of action. If you have any questions, please don't hesitate to call 864-1920.

Yours truly,

Robert R. Schaefer, P.E.  
Superintendent of Sanitary Services

RRS:js

cc: Henry Cole, P.E., Sanitary Engineer  
Surveillance & Enforcement File

*2610 N. Glenstone*

Bob -

In the last letter you sent  
No Joe's the damage estimate  
to equipment was in excess of  
\$10,000. In this letter, Andy  
estimated the repair parts &  
labor only, not the expense  
it cost city to make bar screens,  
etc, so if Ernest Urbainczyk  
should call & ask about  
this, this is reason for this  
discrepancy -

Karen C.

CITY OF SPRINGFIELD  
INTER-OFFICE MEMORANDUM

ATTENTION OF Robert R. Schaefer

DATE March 29, 1985

DEPARTMENT Public Works

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Re: Rag Machine Repairs, Northwest Treatment Plant

During 1984, the rag machine at the Northwest Plant was down for repairs a total of 6 times. The cost of these repairs was \$4,895.00 for parts and \$686.00 for labor. Below is a list of the dates and length of time it was down.

1/23/84 to 4/19/84  
6/17/84 to 6/27/84  
8/24/84 to 9/14/84  
9/18/84 to 9/28/84  
10/7/84 to 10/23/84  
12/2/84 to 2/14/85

AL/cr

cc: Karen Chandler

SIGNED Andy Letterman  
Andy Letterman, Assistant Plt. Supervisor  
Wastewater Treatment Plants

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2610 N. Glenstone



# McLean Enterprises, Inc.

417-864-0713  
EXECUTIVE OFFICES  
SPRINGFIELD, MISSOURI

March 1, 1985

Mr. Robert R. Schaefer, P.E.  
Superintendent of Sanitary Services  
Department of Public Works  
830 Boonville Avenue  
Springfield, MO 65801

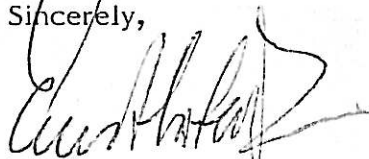
Dear Mr. Schaefer:

Thank you for your letter which you sent to Mr. Lee McLean. We are certainly very concerned about the damage that wash cloths may cause to the pumps and grinders at the water treatment plant. We will do whatever is necessary to comply with your request to solve your problem.

I have talked to Mr. Douglas, who is the General Manager of the Howard Johnson property, regarding the the marking of the wash cloths. His explanation for not marking the cloths was very simple. Since the Coach House marked their cloths and all the other hotels allegedly do not have Baken Linens, the unmarked cloths then must be from the Howard Johnsons. We have since checked all our washers and did not find anything wrong with them and they are not discarding wash cloths into the sewer system. There could be the possibility that guests discard wash cloths through the toilet bowls and consequently they end up in the sewers.

I hope that this explanation is satisfactory to you and if there is anything else I can do to help, please feel free to contact me.

Sincerely,



Ernst Urbainczyk  
Executive Vice President

ERU:kew

cc: Lee McLean, Jr.  
Frank Douglas



2610 N. GLENSTONE • SPRINGFIELD, MISSOURI 65803

*2610 N. Glenstone*

February 20, 1985

Mr. Lee McLean  
McLean Enterprises  
2610 N. Glenstone  
Springfield, MO 65803

Dear Mr. McLean:


For the past nine months the City of Springfield's Northwest Wastewater Treatment Plant has experienced a problem of washcloths, as many as twenty over the period of a weekend, coming into the plant. These washcloths have caused damage in excess of \$10,000 to the pumps and grinders at the treatment plant. In most cases the washcloths are white "Princess" washcloths by the Baker Linen Company.

Inspectors from the City's Water Pollution Control Section have undertaken an extensive survey of motels, hospitals, and nursing homes that are tributary to the Northwest Wastewater Treatment Plant. The results of this survey indicate that the only two establishments that use this brand of washcloth are the Coach House Inn and Howard Johnson's. The inspectors then asked the manager of these motels to mark their washcloths on the labels to see if they are the source of the problem. The manager of the Coach House Inn has complied with this request but the manager of Howard Johnson's has not.

We are requesting that you mark the washcloths at Howard Johnson's or use some other method to prove to our satisfaction that Howard Johnson's is not the source of this problem. We are also asking that you respond to this letter within two weeks time.

If you have any questions, please don't hesitate to call.

Yours truly,

  
Robert R. Schaefer, P.E.  
Superintendent of Sanitary Services

cc: Henry Cole, P.E., Sanitary Engineer  
Surveillance & Enforcement File ✓

*2610 N. Glenstone*



January 8, 1985

Mr. Ed Roberts  
Executive Housekeeper  
Howard Johnson's Motor Lodge  
2610 N. Glenstone  
Springfield, MO

Dear Mr. Roberts:

This letter is to confirm our meeting of January 8, 1985 concerning the recurrence of unmarked, white "Princess" washcloths made by Baker Linen at the Northwest Treatment Plant.

Because these washcloths are the same type used at Howard Johnson's, we requested that you mark your washcloths in order to pinpoint the source of this problem. You agreed to put a laundry mark (HJ) on the label of your washcloths. We will keep you informed of any new developments in this problem.

Thank you for your cooperation in this matter.

Yours truly,

Karen Chandler  
Water Pollution Control Inspector II  
Surveillance & Enforcement

KC:js

cc: Mr. Robert Schaefer, P.E., Superintendent of Sanitary Services  
Mr. Henry Cole, P.E., Sanitary Engineer

2610 N. Glenstone

DEC 14 1984



December 11, 1984

Mr. Gene Pabst  
City of Springfield  
Water Pollution Control  
Department of Public Works  
830 Boonville Ave.  
Springfield, Missouri 65802

Dear Mr. Pabst:

Thank you for meeting me in my office regarding the wash cloth problem encountered at the City Sewage Disposal Station. I have been advised by my Executive Housekeeper and Engineer, that it is "highly unlikely" that the linen is getting into the system from our machines.

We will continue to monitor our systems as a preventative measure.

If I may be of any further service to you, please do not hesitate to contact me.

Sincerely,

Frank W. Douglas  
General Manager

FWD/mo

2610 North Glenstone  
Springfield, Mo. 65803  
(417) 866-6671

A McLEAN ENTERPRISE OPERATION



motor lodge

2610 N. Glenstone